

# T.H.O.U.R.



## TACTICAL HOMELAND OPERATIONS RESPONSE

# FAQS

- Procured in 2017 from West/Intrado
- Purchased for \$550k with Federal Homeland Security Grant funding
- Annual Operating Budget of \$100k
- Serves as the OUC's tertiary site
- Can replicate 911 and 311 operations in COOP scenarios
- Outfitted with 17 dispatch and/or call-taking positions
- Canopy extends capacity to include 12-14 more work stations

## SPECS

- Two-story mobile command vehicle
- Weighs over 80,000 pounds
- 18 Feet High, 80 Feet Long
- Additional support vehicles and trailer
- UPS for power supply
- Microwave connectivity which allows for network access

For more information, visit [ouc.dc.gov](http://ouc.dc.gov)





# THE OFFICE OF UNIFIED COMMUNICATIONS

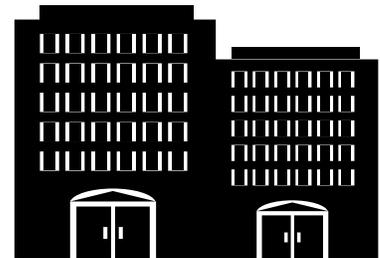


Karima Holmes  
**DIRECTOR**

- D.C. Population: 700,000
- 1.5 Million 911 calls a year
- 1.8 Million 311 calls a year
- 4,000 911 calls a day
- 4,000 311 calls a day
- Over 1 Million radio transmissions a year
- Over 400 employees
- 10 Radio Sites, 9,000 Portable Radios
- Operates a primary, secondary, and tertiary mobile PSAP (T.H.O.R.)

## **OPERATING SYSTEMS AT THE PRIMARY PSAP**

- West is the 911 provider for the District
- CAD System: Hexagon
- Audio Screening Analytics: NICE
- Radio Vendor: Motorola



## **OPERATING SYSTEMS ON T.H.O.R.**



- Power911
- SNOM
- Network Access through FirstNet

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